

Position Description

Job Title:	Brokerage / Intake Administration Officer		
Job Purpose	This position exists to provide administrative support to the Wattle Place team, brokerage support to Forgotten Australians and new Intakes to Forgotten Australians, Former Child Migrants, people accessing the National Redress Scheme and people impacted by past Forced Adoption practices, primarily living in New South Wales.		
Department:	Customer Services		
Position Type	Maternity Leave Temp Contract	Date of Issue:	June 2019
Location	Wattle Place		

1. Working Relationships

Direct Reports	nil
Liaises with	Internally: all employees Externally: other similar services, referral sources, key external stakeholders and clients
Supervisor	nil
Manager/ Team Leader	Team Leader – Centre Support

2. Core Responsibilities

	Tasks	Weighting %
2.1 Client Focus We ensure that our clients will receive judgement free and tailored services that are evidence-informed, align with trauma informed care principles, and responsive, effective and outcome focussed	<ul style="list-style-type: none"> Receive brokerage referrals from internal and external sources and assess eligibility for assistance according to Brokerage Guidelines Provide feedback to referring parties (internal or external) on the outcome of brokerage referrals in a timely manner Provide support and advice to Counsellor/Case Workers and external stakeholders on the interpretation of Brokerage Guidelines in the context of client needs and support Collate and distribute brokerage requests to the brokerage committee for approval 	80%

	<ul style="list-style-type: none"> • Ensure accountability in transactions involving financial matters including but not limited to the collection of receipts and quotations, monitoring of creditor accounts and adherence to appropriate approvals process • Manage timely financial exchanges such as but not limited to the provision of cheques, distribution of invoices and creditor payment • Ensure that every transaction is documented in appropriate locations and fully accounted for • Provide friendly, empathic and helpful response to people that contact Wattle Place for assistance and support • Collect appropriate intake information that enables clients to be appropriately referred across the service • Receive client referrals from RANSW services and other external services/individuals and arrange intake assessments • Provide information about the service including access and eligibility criteria and general guidelines for service provision • Where a person is not eligible for any services provide that person with information about alternative sources of assistance and support • Collect and enter client data into the designated systems and/or stored according to appropriate organisational procedures • Produce or assist in the production of accurate financial and client reports as required or requested • Monitor and maintain necessary admin resources such as stationery, equipment and other materials as required • Provide administrative support to the Wattle Place team as directed 	
<p>2.2 People</p> <p>We are skilled, engaged, innovative, and client focussed in delivering high quality services.</p>	<ul style="list-style-type: none"> • Work cooperatively and contribute to the overall functioning of the team • Participate in staff development opportunities and team building activities • Participation in team meetings 	10%
<p>2.3 Sustainability</p> <p>We ensure our organisation's long term sustainability</p>	<ul style="list-style-type: none"> • Ensure compliance with Workplace Health and Safety requirements In line with RANSW Workplace Health and Safety policy and other policy and procedures. 	10%

3. Organisational Competencies

Competency	Descriptor
Building relationships	Pro-actively develops and maintains internal and external relationships to facilitate the achievement of work goals. Collaborates and establishes connection and affinity with others; achieves harmony with others easily and quickly: demonstrates interpersonal sensitivity
Communication	Uses appropriate, effective ways to communicate to different audiences in diverse situations. This includes but is not limited to using a respectful tone and manner; listening actively; writing clearly and accurately in a variety of contexts and formats; listening and asking questions to understand other people's viewpoints; communicating issues in a timely manner; awareness of and responsiveness to verbal and non-verbal communication styles; recognising and adapting to cultural differences in communication.
Continuous Learning	Acquires and applies new knowledge and skills in all experiences. Set and pursue personal and educational goals; identify and access learning sources and opportunities; show a willingness to continuously learn and grow; learn from your mistakes and successes; seek and accept constructive feedback from others; stay current with techniques and technologies in your field
Customer focus	Able to create a customer centric perspective and delivery culture that achieves excellent customer experience and high levels of customer retention and referral business
Emotional Intelligence	Demonstrates self-awareness and understands own emotions, acknowledge own strengths and weaknesses, and works on these areas to improve performance; Self-Regulation – able to control emotions and impulses; is thoughtful, comfortable with change, operates with integrity; Motivation – motivated; willing to defer immediate results for long-term success; highly productive; accept challenges; Empathy – able to identify with and understand the wants, needs, and viewpoints others; excellent at managing relationships, listening, and relating to others; Social Skills –team player; focuses on helping others develop and shine; can manage conflict / disputes; excellent communicator; builds and maintains relationships.
Self-Management	Shows an understanding of self and are conscious of the implications of your interactions with others. You act with honesty, integrity and personal ethics; recognise your personal efforts and the efforts of others;; acknowledge diverse opinions and accept differences; have effective self-care strategies and manage your personal health and emotional well-being; take responsibility and demonstrate resiliency and accountability for yourself; plan and manage your personal time, finances and

	other resources; assess, weigh and manage risk in the face of uncertainty; recognise your strengths and areas for improvement; adapt to new environments and cultures; seek to understand and adapt to change
Teamwork	Works cooperatively and collaboratively with others to accomplish team / organisational goals and reinforce the vision; respects the needs and contributions of others for quality service delivery and appreciates the operational pressures on others; works within the dynamics of a group; accepts and provides feedback in a constructive and considerate way; shares information and encourages others to do the same; supports and motivates the group to perform at its best; recognise the role of conflict when appropriate; build professional relationships; show accountability to the team and follow through on your commitments; work effectively with different personalities across a variety of social and professional situations; consider diverse, intercultural perspectives and working styles

Role Competencies

Customer Service Orientation	Ability to deal with a wide variety of enquiries from clients in a calm and courteous manner, the public and other organisations, demonstrating maturity and discretion; promote a positive and inviting image; interact respectfully and ethically with a diverse range of customers and customer service
Administrative Skills	experience and knowledge with a range of administrative duties; flexibility and ability to multi-task within office; financial management ability
Technical Skills	confident knowledge and use of computer technology, including the suite of Microsoft Office programs and organising files, records and messages within area of responsibility
Interpersonal and Communication Skills	excellent interpersonal skills (verbal and written); demonstrating initiative, adaptability with difficult situations or tasks; manages own stress and boundaries eliciting appropriate support as required; plans and organises self with complex workload; advises line manager of any concerns or issues
Teamwork	works collaboratively and collectively with team / work group to accomplish organisational goals; respecting the needs and contributions of others for quality service delivery

4 Prerequisites

4.1 Mandatory

Qualifications	-
Experience	<p>Minimum of 3 years' experience in a role with a strong customer service focus</p> <p>Minimum of 3 year's experience in a role requiring the collection and assessment of client/customer information</p> <p>Demonstrated experience and proficiency in administering programs and/or activities that include a strong component of financial transactions.</p> <p>Experience working with clients or within services that work with vulnerable people who have complex support needs</p>
Knowledge	Understanding of the history of institutional and out of home care in Australia and of the issues/ barriers faced by Forgotten Australians and Former Child Migrants and the long term impact of out-of-home care on childhood development.
Technical	<p>High level skills in the use of the Microsoft Office suite of programs</p> <p>High level skills in the entry and retrieval of information from data bases</p> <p>Experience in the production of reports</p>
Team work	Work collaboratively within the team to ensure quality service delivery while respecting the needs and contributions of others
Other	<p>Excellent verbal and written skills</p> <p>Ability to work independently</p>

4.2 Desirable

Qualifications	-
Experience	<p>Experience in administering or working with brokerage programs</p> <p>Experience working with vulnerable people</p>
Knowledge	<p>Understanding of trauma focused service delivery</p> <p>Knowledge and understanding of community services sector and in particular the sectors associated with people's experience in institutional or other forms of out of home care</p>
Technical	
Team work	
Other	Current drivers licence

4.3 Requirements

- National Criminal History Check clearance (coordinated through RANSW);
- Working with Children Check Clearance.

5.0 Authority	
Expenditure	nil
Brokerage	nil

6.0 Agreed	
Authorised and Dated by General Manager / EGM: General Manager	Authorised and dated by Human Resources: General Manager
Signed and dated by Employee: 	